



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA  
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT

CH-08-106

OPENING DATE

SEPTEMBER 8, 2008

CLOSING DATE

SEPTEMBER 19, 2008

POSITION

VOUCHER EXAMINER

LOCATION AND DUTY STATION

PHS INDIAN HOSPITAL, BUSINESS OFC/PATIENT ACCOUNTS  
CHINLE, ARIZONA

GRADE/SALARY

GS-540-04, \$26,569 - \$34,545 PER ANNUM;  
GS-540-05, \$29,726 - \$38,639 PER ANNUM;  
GS-540-06, \$33,135 - \$43,076 PER ANNUM

NUMBER OF VACANCIES

ONE VACANCY (PI0640)

APPOINTMENT

- PERMANENT
- TEMPORARY
- NTE: \_\_\_\_\_

WORK SCHEDULE

- FULL-TIME
- PART TIME
- INTERMITTENT

AREA OF CONSIDERATION

- COMMUTING AREA
- NAVAJO AREA WIDE
- IHS WIDE
- DHHS WIDE

SUPERVISORY/MANAGERIAL

- YES, MAY REQUIRE ONE YEAR PROBATION
- NO

PROMOTIONAL POTENTIAL

- YES, TO GRADE 06
- NO KNOWN POTENTIAL

HOUSING

- YES, GOVERNMENT HOUSING MAYBE AVAILABLE
- PRIVATE HOUSING ONLY

TRAVEL/MOVING

- MAYBE PAID FOR ELIGIBLE EMPLOYEES
- NO EXPENSES PAID

**DUTIES:** Incumbent reviews patient accounts to determine the status of the account, making standard adjustments that require special analysis and prepare and process a variety of documents necessary for the maintenance and follow-up of all outstanding patient accounts. Performs work consisting of examination for accuracy, adequacy of documentation or citation, compliance with regulations and justification of claims and other requests for (1) services provided by the Government; (2) reimbursement of expenditures made by beneficiaries and non-beneficiaries for such purposes as medical care and treatment. Review delinquent patient account records, following up with responsible parties via telephone and correspondence according to organization policy and procedures. Performs telephone contact with third party payers for amounts due. This function is performed on a timely basis, in accordance with hospital policy and procedures. Maintains file system of patient accounts for follow-up with responsible parties on outstanding balances, makes financial arrangements in accordance with organizational policy and procedures. Refers to Contact Representative for interview process for qualification for other third party resources. Generates contractual/adjustments documents when patient accounts require this function for resolution. Forwards documents to the Business office Manager for approval on a daily basis. Maintains documents of all activity related/performed on patient accounts in patient financial folder. Responsible for identifying patient accounts deemed non-collectable. Generates and maintains appropriate documents on such patient accounts and refers to Business Office Manager for disposition. Prepares monthly, quarterly and annual reports utilizing the Accounts Receivable program. Reporting any discrepancies to the supervisor, providing all supporting documents and recommending resolution. Performs other related duties as assigned.

THIS POSITION IS LOCATED IN A SMOKE-FREE ENVIRONMENT



**QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.**

**POSITIVE EDUCATION REQUIRED:** NO

**LICENSURE REQUIRED:** NO

**BASIC QUALIFICATIONS:** Candidates must have 52 weeks of general experience to qualify for the GS-04 grade level. Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-04 level to qualify for the GS-05 grade level. Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-05 level to qualify for the GS-06 grade level.

**GENERAL EXPERIENCE:** Progressively responsible clerical, office, or other work, which indicates the ability to acquire the particular knowledge and skills, needed to perform the duties of the position to be filled.

**SPECIALIZED EXPERIENCE:** Experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Examples of the type of experience that will be credited are: performing major segment of the accounts receivable support function through the follow-up process of outstanding patient accounts applying specific rules, regulations or procedures to perform a full range of related accounting and technical tasks, duties and assignments that identified in Business Office third party collection process.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** For GS-04, successfully completed two years above high school qualifying. For GS-5: Successful completion of a full 4-year course of study leading to a bachelor's degree, with major study or at least 24 semester hours in subjects directly related to the position. ***NOTE:*** Graduate education or an internship meets the specialized experience required above GS-5 only in those instances where it is directly related to the work of the position. This education must have been obtained in any accredited business, secretarial or technical school, junior college, college or university for which high school graduation or the equivalent is the normal prerequisite.

**SELECTIVE PLACEMENT FACTOR:** None

**TIME-IN-GRADE REQUIREMENTS:** A candidate may be advanced to a position grade GS-05 or below if:

1. The position is no more than two grades above the lowest grade level he/she held within the proceeding year under non-temporary appointment; or
2. He/she met the above restriction for advancement to the grade of the position to be filled, at any time in the past; or
3. He/she previously held a position at or above the grade level of the position to be filled, at any time under any type of appointment.

Candidates applying under the provisions of the Merit Promotion Plan must have completed at least 52 weeks of service at the GS-05 level to qualify for the GS-06 level.

**CONDITIONS OF EMPLOYMENT:** Immunization requirements- All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunization will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position that requires regular work at a Service Unit.

**REASONABLE ACCOMMODATIONS:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet time-after-competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

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**NOTE:** Refer to OPM Handbook Qualification Standards, Series GS-0540 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office. In order to obtain educational credit, you are required to provide college transcripts by the closing date of this announcement.

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**WHO MAY APPLY:**

**Merit Promotion Plan (MPP) Candidates:** Applications will be accepted from status eligibles (e.g., reinstatement eligibles and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Excepted Service who are entitled to Indian Preference.

**Excepted Service Examining Plan (ESEP) Candidates:** Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Examining Plan. These candidates MUST indicate on their resume or, application, whether their resume or application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service-connected disability).

**VETERANS:** Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years of more of continuous active service may apply.

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**INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).**

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered employees.
  - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    - 1)Received a specific RIF separation notice; or
    - 2)Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies it is unable to place; or
    - 3)Retired with a disability and whose disability annuity has been or is being terminated; or
    - 4)Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in lieu of RIF"; or
    - 5)Retired under the discontinued service retirement option; or
    - 6)Was separated because he/she declined a transfer of function or directed reassignment to another community area.

OR

- B. Former Military Reserve or National Guard Technician who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position for which you have been separated. The position must not have greater promotion potential than the position for which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified for the position by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factor, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

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**EVALUATION CRITERIA:** Evaluation will be made of Experience, Performance Appraisal, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to the position. To receive full credit for your qualifications, provide a narrative statement that fully describes all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. **KNOWLEDGE OF MEDICAL TERMINOLOGY.**
2. **KNOWLEDGE OF ICD-9 AND CPT-4 CODING.**
3. **ABILITY TO ORGANIZE AND KEEP RECORDS AND FILES.**
4. **KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT/CLAIMS PROCESSING AND FOLLOW-UP PROCESS.**
5. **KNOWLEDGE OF RESOURCE PATIENT MANAGEMENT SYSTEM (RPMS) AND PERSONAL COMPUTERS.**

(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS)

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**NOTE: “Declaration for Federal Employment” (OF-306), this form, must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding yes to any one of these two questions can make you ineligible for employment in this position. If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.**

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**HOW & WHERE TO APPLY:** All applicants, except Commissioned Officers, must submit one of the following to the PHS Indian Hospital, Personnel Management Branch, P.O. Box PH, Chinle, Arizona 86503, **BY CLOSE OF BUSINESS (5:00 P.M.) ON THE CLOSING DATE:**

1. OF-612, Optional Application for Federal Employment; OR
2. \*\*Resume;
3. \*\*Any other written application format; PLUS Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

**FOR MORE INFORMATION CONTACT:** Lori Smith, Human Resources Specialist, (928) 674-7033 or email [lorraine.smith@ihs.gov](mailto:lorraine.smith@ihs.gov) .

**A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service Employees claiming Indian Preference need not submit the BIA Form 4432, but MUST state that such documentation is contained in their Official Personnel Folder.**

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**\*\*INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS:** Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. **SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES), AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.**

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with zip code) and Day and Evening Phone Numbers (with area codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veteran's Preference Certificate – DD-214, indicating Discharge and/or SF-15 – if claiming 10-points. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles;
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior employee;
7. Highest Federal civilian grade held (give series and dates held);
8. High school – Name, City, State (zip code if known), and date of Diploma or GED;
9. Colleges and Universities – Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no Degree shows Total semester or Quarter Hours earned). (Attach Transcripts);
10. Work Experience (paid and nonpaid) – Job, title, duties and accomplishments, Employer's Name and Address, Supervisor's Name and phone number, starting and ending dates (month/year), hours/week, and salary.
11. Indicate if we may contact your current Supervisor.
12. Job-related Training courses, Skills, Certificates, Registrations and Licenses (current only), Honors, Awards, Special Accomplishments.

**THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION. WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES.**

**NOTE:** APPLICANTS WHO DO NOT SUBMIT THE INFORMATION REQUESTED ABOVE WILL BE GIVEN CREDIT ONLY FOR THE INFORMATION THEY PROVIDE AND MAY NOT, THEREFORE, RECEIVE FULL CREDIT FOR THEIR VETERAN'S PREFERENCE DETERMINATION, EDUCATION, TRAINING AND/OR EXPERIENCE.

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**ADDITIONAL SELECTIONS:** Additional or alternate selections may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

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**INDIAN PREFERENCE:** Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

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**SELECTIVE SERVICE CERTIFICATION:** If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

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**EQUAL EMPLOYMENT OPPORTUNITY:** SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

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HUMAN RESOURCE CLEARANCE

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DATE

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**EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CH-08-106. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED.**

**SUPPLEMENTAL QUESTIONNAIRE  
VOUCHER EXAMINER, GS-0540-04/05/06**

1. **KNOWLEDGE OF MEDICAL TERMINOLOGY.** The person in this position must have knowledge of medical terminology, disease processes and anatomy and physiology as it relates to functions and activities. This includes a thorough and current knowledge of third party billing and ICD-9 coding in order to interpret and apply them. CPT/HCPCS/ADA coding in order to interpret and apply them accurately to the patient data system. What in your background shows you possess this knowledge?

**What was the duration of these activities?**

**Who can verify this information? (Please provide a telephone number)**

2. **KNOWLEDGE OF ICD-9 AND CPT-4 CODING.** This knowledge is needed to accurately code all billable items abstracting from medical documentation utilizing ICD-9 and CPT-4 coding books. What in your background shows you possess this knowledge?

**What was the duration of these activities?**

**Who can verify this information? (Please provide a telephone number)**

3. **ABILITY TO ORGANIZE AND KEEP RECORDS AND FILES.** This is the ability to maintain and assemble patient's accounts files, records, policies and correspondence into an effectively efficient system of records in accordance with established record management system guidelines. What in your background shows you possess this ability?

**What was the duration of these activities?**

**Who can verify this information? (Please provide a telephone number)**

4. **KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT/CLAIMS PROCESSING AND FOLLOW-UP PROCESS.** This includes the knowledge of various Federal, State and private programs, regulations, policies and procedures which will allow the hospital to collect for medical care rendered to beneficiaries to supplement appropriated funds. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

5. **KNOWLEDGE OF RESOURCE PATIENT MANAGEMENT SYSTEM (RPMS) AND PERSONAL COMPUTERS.** The person in this position must have a working knowledge in operating computers including various software's to enter data i.e., RPMS, word processors and other automated data processing equipment.

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

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#### CERTIFICATION

I, CERTIFY THAT ALL OF THE STATEMENTS MADE IN THE ABOVE QUESTIONNAIRE ARE TRUE, COMPLETE, AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF AND ARE MADE IN GOOD FAITH.

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SIGNATURE OF APPLICANT

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DATE